

Education

Degree/Certificate	Institute	CGPA/%	Year
M.Tech (Department of Management Sciences)	Indian Institute of Technology Kanpur	-	2026–Present
B.E. (Mechanical Engineering)	Visvesvaraya Technological University, Belgaum	7.26	2017–2021
Higher Secondary Education (HPBSE)	Government Senior Secondary School, Sainj	76%	2017
Secondary Education (HPBSE)	Dr. R.K. Public School, Sainj	74.14%	2015

Work Experience

Customer Relationship Executive Customer Retention & Customer Service – i-Energizer	6 Months
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- Managed customer interactions with a focus on improving customer satisfaction, retention, and overall service experience.
- Addressed customer concerns, provided timely resolutions, and maintained positive customer relationships through effective communication.
- Developed expertise in customer relationship management, problem-solving, and service operations.

Product & Sales Intern Industrial Automation & Measurement Solutions – Aztec Automation Solutions, New Delhi	Oct 2021 – Feb 2022
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- Gained hands-on exposure to industrial automation products including temperature, pressure, flow, and level measurement systems.
- Assisted in understanding product specifications, customer requirements, and sales processes for industrial automation solutions.
- Developed knowledge of automation instrumentation and supported technical discussions with clients.

Projects

[1] Customer Churn Prediction Model (GitHub)	Self Project
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Domain	Classification — Customer Analytics
Objective	- Developed a machine learning-based customer churn prediction model to identify customers who are likely to discontinue services. - Provided data-driven insights to support customer retention strategies and reduce customer attrition.
Approach	- Performed exploratory data analysis, data preprocessing, feature encoding, and feature scaling. - Implemented classification algorithms including Logistic Regression, Decision Tree, and Random Forest. - Evaluated model performance using accuracy, precision, recall, F1-score, and confusion matrix analysis. - Analysed important customer attributes influencing churn behaviour.
Tools	Python, Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn.
Results	Random Forest Classifier with Over SMOTE gave balanced results. Recall = 0.96, Precision = 0.94, F1 score = 0.95

[2] Customer Segmentation using Machine Learning (GitHub)	Self Project
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Domain	Clustering — Customer Analytics
Objective	- Developed a customer segmentation model to identify distinct customer groups based on purchasing behaviour and characteristics. - Aimed to support targeted marketing strategies and improve customer engagement through data-driven insights.
Approach	- Performed data preprocessing, exploratory data analysis, and feature selection. - Applied clustering techniques including K-Means clustering to group customers based on similarity patterns. - Used Elbow Method and Silhouette Score to determine optimal cluster formation. - Analysed customer segments using visualization techniques for better business interpretation.
Tools	Python, Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn.
Results	Successfully segmented customers into 5 distinct groups using K-Means clustering, allowing for targeted marketing strategies based on demographics and behavioral data.

[3] PriceMyRide – Used Car Price Prediction (GitHub)	Self Project
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Domain	Regression — Predictive Analytics
Objective	- Developed a machine learning model to predict used car prices based on vehicle specifications and market attributes. - Built a data-driven pricing framework to support accurate valuation and informed decision-making.
Approach	- Performed data preprocessing, exploratory data analysis, missing value handling, and feature engineering. - Applied encoding and scaling techniques to prepare data for regression modelling. - Implemented regression algorithms including Linear Regression, Ridge Regression, Lasso Regression, and Random Forest Regression. - Evaluated model performance using R^2 score and error-based evaluation metrics.
Tools	Python, NumPy, Pandas, Scikit-learn, Matplotlib.
Results	Results: Test $R^2 = 0.929$, $MAE \approx \text{INR } 73,000$; linear baselines $R^2 \approx 0.87\text{--}0.89$ ($MAE = \text{INR } 89k\text{--}93k$)

Coursework & Skills

Relevant Coursework	Operations Research for Management* Probability and Statistics* Introduction to Computing* Introduction to Machine Learning*
Technical Skills	Programming: Python Machine Learning: NumPy*, Pandas, Scikit-learn, Machine Learning Algorithms* Data Analytics Tools: Power BI, Google Colab, VS Code
Soft Skills	Communication Skills Adaptability Problem Solving Analytical Thinking Critical Thinking Leadership Team Collaboration

*In Progress

Achievements

- GATE 2025 – Mechanical Engineering:** Secured All India Rank 1690.
- GATE 2025 – Engineering Sciences (XE):** Secured All India Rank 565.
- GATE 2024 – Mechanical Engineering:** Qualified Graduate Aptitude Test in Engineering (GATE).